



OFFICIAL RESPONSES TO VENDOR QUESTIONS  
RFP-2021-DBH-01-BEHAV

	Question	Answer
1.	<b>Section 1 Introduction, Section 1.1 Purpose and Overview</b> What are the call center's hours of operation?	See Section 1 Introduction, Section 1.1 Purpose and Overview
2.	<b>Section 1 Introduction, Subsection 1.2 Request for Proposal Terminology</b> Are Regional Rapid Response Teams- currently established in each of the ten (10) community mental health regions?	No.
3.	<b>Section 1 Introduction, Subsection 1.2 Request for Proposal Terminology</b> Will the Department contract with the Regional Rapid Response Teams??	Yes.
4.	<b>Section 1 Introduction, Subsection 1.2 Request for Proposal Terminology</b> When does the department expect to have the ten (10) Regional Rapid Response Teams operational?	The Department anticipates that the contracts for the Regional Rapid Response Teams and the Rapid Response Access Point will begin at approximately the same time in 2021. This start date is to be determined.
5.	<b>Section 1 Introduction, Subsection 1.2 Request for Proposal Terminology</b> Will each Regional Rapid Response Team be required to	Yes.

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	<b>Question</b>	<b>Answer</b>
	provide both location-based and mobile rapid response?	
6.	<b>Section 1 Introduction, Subsection 1.3 Contract Period</b> Does the Department have an anticipated Contract Effective Date?	The Department anticipates the Contract Effective Date to be as soon as possible in 2021 after Vendor selection. . See Section 1 Introduction, Subsection 1.3 Contract Period.
7.	<b>Section 1 Introduction, Subsection 1.3, Contract Period</b> Will the Department negotiate the Contract Completion Date with the selected Vendor?	See Section 1 Introduction, Subsection 1.3, Contract Period and Addendum #1.for Contract Completion Date, which is not negotiable. However, The contract may be extended by amendment. No. See Section 1 Introduction, Subsection 1.3, Contract Period and Addendum #1.
8.	<b>Section 1 Introduction, Subsection 1.3, Contract Period</b> What is the Department's anticipated award announcement date?	The Department does not know the anticipated award date for any contracts resulting from RFP-2021-DBH-01-BEHAV.
9.	<b>Section 3, Statement of Work Subsection 3.1 Covered Populations</b> Can the Department provide any estimates for the number of individuals who may access services through the NH Rapid Response Access Point?	No. We do not have data to inform the new model because it will not be predicated on current utilization data. Vendors may include data based on other national models to support their proposals.
10.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services</b> Will the department provide a list of services that will be available for individuals to address the crisis situations or for referrals, in addition to the services that the selected Vendor will provide?	Yes, this information will be provided to the selected Vendor.
11.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.1</b>	There is no minimum required total call capacity. See Section 3 Statement of Work, Subsection 3.2 Scope of Services,



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	<b>Question</b>	<b>Answer</b>
	What is the minimum required total call capacity?	Paragraph 3.2.1.
12.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.1</b> What is the minimum simultaneous inbound call capacity?	There is no minimum required simultaneous inbound call capacity. Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.1.
13.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.1</b> What is the maximum hold time?	Callers to the NH Rapid Response Access Line must not be placed on hold.
14.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.1</b> What percentage of inbound calls must be answered by a live operator?	100%.
15.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.1</b> What is the required degree of dedication for the call center?	See Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.1.
16.	<b>Section 3 Scope of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.1.</b> Will this service take the place of crisis lines at each of the Community Mental Health Centers?	The Rapid Response Access Point is intended to serve as the primary point of entry for any individual experiencing a behavioral health crisis in NH. However, there will be a transition period.
17.	<b>Section 3 Scope of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.1.</b> Will this service take the place of the after-hours Doorways call service?	No.
18.	<b>Section 3 Scope of Work, Subsection 3.2 Scope of</b>	The Department is soliciting proposals for a new service. Vendors should submit proposals based on their estimates for



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	<b>Question</b>	<b>Answer</b>
	<b>Services, Paragraph 3.2.1.</b> What is the current total volume of calls to all of the Community Mental Health Centers crisis lines?	call volume.
19.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.1</b> Is there a minimum or maximum number of operators and supervisors?	No. However, the selected Vendor must provide adequate staffing to meet the RFP requirements.
20.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.1</b> How will the selected Vendor make appointments for individuals at Community Mental Health Centers?	The Department is soliciting proposals that include a plan to collaborate with Community Mental Health Centers. See Q.2.
21.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.1</b> Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator?	No. All calls to the Rapid Response Access Point must be answered by a live operator. See Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.1.
22.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.1, Subparagraph 3.2.1.1.</b> Will Initial Assessments administered via phone be billable under NH Medicaid?	The Selected Vendor may bill all NH Medicaid covered services pursuant to state and federal regulations.
23.	<b>Section 3, Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.1, Subparagraph 3.2.1.1</b> Can the Department provide an estimated breakout of the number of initial assessments the contractor can expect to receive over an annual period broken out by month and by crisis nature? If not, can the Department provide any data	No. We do not have data to inform the new model because it will not be predicated on current utilization data.



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	<b>Question</b>	<b>Answer</b>
	from the existing mobile crisis or behavioral health system that may inform our program assumptions?	
24.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.1., Subparagraph 3.2.1.2</b>  Will the selected Vendor be able to bill for phone-based counseling?	This information will be provided to the selected Vendor.
25.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2. Subparagraph 3.2.1.3.</b>  Can the Department provide an example of the type of Global Positioning System (GPS) technology the selected Vendor must use?	The Department is soliciting proposals that include a description of the GPS technology the selected Vendor will use.
26.	<b>Section 3, Statement of Work, Subsection 3.2. Scope of Services, Paragraph 3.2.1, Subparagraph 3.2.1.3</b>  Can the Department provide the percentage of initial assessments over an annual period (12 months) that require a facility referral for the current mobile crisis response system?	Data on utilization of the current mobile crisis response teams is published on the Department's website: <a href="https://www.dhhs.nh.gov/dcbcs/bbh/settlement.htm">https://www.dhhs.nh.gov/dcbcs/bbh/settlement.htm</a>
27.	<b>Section 3, Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.1, Subparagraph 3.2.1.3.</b>  Is there any additional data that the Department can provide (e.g., current regional mobile crisis, behavioral health system data, emergency department boarding, etc.) that will help bidders make program assumptions?	Data for Doorways services is published on the Department's website:: <a href="https://www.thedoorway.nh.gov/node/8156">https://www.thedoorway.nh.gov/node/8156</a>  Vendors may include data based on other national models to support their proposals.
28.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.1. Subparagraph 3.2.1.4, Line 3.2.1.4.1.</b>	No, this would be the individual's choice.



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	<b>Question</b>	<b>Answer</b>
	Will the selected Vendor be required to direct an individual to closest location-based rapid response center in situations where a different provider may provide ongoing services?	
29.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.1. Subparagraph 3.2.1.5</b>  Will the Selected Vendor be required to develop an individualized safety plan when needed?	Yes. The selected Vendor will be responsible for individualized planning until one of the Regional Response Teams engages with the individual.
30.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.1., Subparagraph 3.2.1.5</b>  Will the selected Vendor provide the bi-direction electronic scheduling and referral system?	Yes. See Addendum #5.
31.	<b>Section 3 Statement of Work, Subsection 3.2, Scope of Services Paragraph 3.2.1., Subparagraph 3.2.1.5, Line 3.2.1.5.2</b>  Are there an existing warm line(s) in New Hampshire with whom a selected Vendor could partner to meet this requirement??	Yes. See Addendum #5.
32.	<b>Section 3 Statement of Work, Subsection 3.2, Scope of Services Paragraph 3.2.1., Subparagraph 3.2.1.5, Line 3.2.1.5.2</b>  Will the selected Vendor be expected to create the Peer warm line services referenced in this section?	No. See Addendum #5.
33.	<b>Section 3 Statement of Work, Subsection 3.2, Scope of Services Paragraph 3.2.1., Subparagraph 3.2.1.5, Line</b>	Yes. See Addendum #5.

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	<b>Question</b>	<b>Answer</b>
	<b>3.2.1.5.2</b> Will the selected Vendor be required to have access to peer warm lines for referrals 24/7?	
34.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.</b> What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?	There are no recording requirements.
35.	<b>Section 3, Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.2.</b> Does the Department have an existing toll-free number for crisis-related calls?	No. the Department provides phone services for crisis-related calls through other existing contracts. See Section 2 Background.
36.	<b>Section 3, Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.2.</b> Will the selected Vendor own the dedicated telephone number(s)?	No. See Section 3, Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.2. Add clarity by Addendum #5. Look at 2-1-1.
37.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.2</b> What are the required language options?	Section 3 Statement of Work, Subsection 3.5 Compliance, Paragraph 3.5.5 Culturally and Linguistically Appropriate Services.
38.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.2</b> Please provide a complete list of the means of inbound and outbound communication the call center must accommodate.	See Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.2.
39.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of</b>	





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	<b>Question</b>	<b>Answer</b>
	<b>Services, Paragraph 3.2.3., Subparagraph 3.2.3.1, Line 3.2.3.1.4.</b>  Does the bi-directional referral system with electronic scheduling to support information sharing to facilitate closed loop referrals currently exist?	No. A closed-loop referral system is in development. See Addendum #5. .
40.	<b>Section 3, Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.3, Subparagraph 3.2.3.1., Line 3.2.3.1.4</b>  Will the Department require contracted providers to meet the requirements for bi-directional information sharing??	Yes.
41.	<b>Section 3, Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.3, Subparagraph 3.2.3.1., Line 3.2.3.1.5</b>  Does the Department have preferred data visualization tools?	No.
42.	<b>Section 3 Scope of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.3., Subparagraph 3.2.3.5.</b>  Will the selected Vendor be required to use GPS enabled technology to deploy the closest rapid response team?	Yes.
43.	<b>Section 3, Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.3, Subparagraph 3.2.3.9</b>  Will the selected Vendor be required to provide both service recipient and provider outcomes on the data dashboards?	The Department is soliciting proposals that provide a solution that includes data dashboards with real time outcomes. See Q.3.





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	<b>Question</b>	<b>Answer</b>
44.	<b>Section 3 Scope of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.4., Subparagraph 3.2.4.1.</b> Will the Department require the 10 Community Mental Health Centers to sign an MOU with the selected Vendor?	Yes.
45.	<b>Section 3. Statement of Work, Subsection 3.2. Scope of Services, Paragraph 3.2.4., Subparagraph 3.2.4.3.</b>  Does the placement within the RFP of this reference to marketing to the general public suggest that such marketing should be part of the MOU with the State's accredited suicide prevention hotline?	No. See Addendum #5
46.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.4, Subparagraph 3.3.4.2, Line 3.2.4.2.2, Subline 3.2.4.2.2.2.</b>  Will the selected Vendor be required to develop a system for tracking available bed capacity?	Yes.
47.	<b>Section 3 Scope of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.5.</b>  Will the selected Vendor be required to develop and implement minimum standards for uniform protocols?	Yes. See Addendum #5.
48.	<b>Section 3 Scope of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.5</b>  How will the selected Vendor oversee local protocols to ensure standards provide baseline consistency statewide?	The Department is soliciting proposals that include a detailed plan for developing and implementing uniform protocols statewide. See Q.5.
49.	<b>Will the selected Vendor be required to review the written documents or doing site visits to assess the quality of the services at Community Mental Health</b>	No

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	<b>Question</b>	<b>Answer</b>
	<b>Centers?</b>	
50.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.5.</b> What are the protocols for responding to the types of places listed in Paragraph 3.2.5?	The Department is soliciting proposals that define these protocols. See Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.5 and Q.5.
51.	<b>Section 3 Scope of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.5., Subparagraph 3.2.5.3</b> Is it the Department's intent to have all requests for emergency department referrals to flow through Vendor?	No.
52.	<b>Section 3. Statement of Work, Subsection 3.2. Scope of Services, Paragraph 3.2.7.</b> Will the selected Vendor be required to set staffing requirements for the Regional Rapid Response Teams?	No. See Addendum #5.
53.	<b>Section 3 Scope of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.8</b> Will the selected Vendor be required to have psychiatric staff, administrative personnel and a data analyst available 24 hours per day, seven days each week (24/7) ?	The Department is soliciting proposals that include a plan to ensure the necessary personnel are available as needed on a 24/7 basis. This does not mean that all positions must be 24/7. See Q.6.
54.	<b>Section 3 Scope of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.8., Subparagraph 3.2.8.2</b> Will the selected Vendor be required to provide medication services?	No.
55.	<b>Section 3 Scope of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.8., Subparagraph 3.2.8.2</b>	The selected Vendor must provide psychiatric services for consultation services only. However, all required



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	<b>Question</b>	<b>Answer</b>
	What level of psychiatric staff will the selected Vendor be required to provide?	services must be available 24/7 if needed.
56.	<b>Section 3 Scope of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.9.</b>  What are the telepsychiatry services the selected Vendor must provide?	The Department is soliciting proposals that include a plan to ensure the necessary personnel are available as needed on a 24/7 basis, including for Crisis management for stabilization and referral. See Q.6.
57.	<b>Section 3 Statement of Work, Subsection 3.2 Scope of Services, Paragraph 3.2.9.</b>  Will the selected Vendor be required to provide psychiatric care over a telehealth platform as part of this service?	The Department is soliciting proposals that include a plan to ensure the necessary personnel are available as needed on a 24/7 basis. See Q.6.
58.	<b>Section 3 Statement of Work, Subsection 3.2., Scope of Services, Paragraph 3.2.9. and Section 3 Statement of Work, Subsection 3.4., Performance Measures, Paragraph 3.4.1, Subparagraph 3.4.1.1</b>  Will the use of tele-health to support staffing capacity described in Section 3 Statement of Work, Subsection 3.2., Scope of Services, Paragraph 3.2.9 also be included the requirement in Section 3 Statement of Work, Subsection 3.4., Performance Measures, Paragraph 3.4.1, Subparagraph 3.4.1.1?	No, these are two different requirements.
59.	<b>Section 3. Statement of Work, Subsection 3.3. Reporting Requirements</b>  Will the Department obligate Community Mental Health Centers and other community organizations to provide the required data to the selected Vendor?	See Addendum #5.



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	<b>Question</b>	<b>Answer</b>
60.	<b>Section 3. Statement of Work, Subsection 3.3. Reporting Requirements</b> Will the selected Vendor be required to compensate the other agencies for providing the required data?	No. See Addendum #5.
61.	<b>Section 3 Statement of Work, Subsection 3.3 Reporting Requirements, Paragraph 3.3.1</b> What information is to be included in call logs?	See Statement of Work, Subsection 3.3 Reporting Requirements, Paragraph 3.3.1.
62.	<b>Section 3 Statement of Work, Subsection 3.3 Reporting Requirements, Paragraph 3.3.1.</b> Regarding the number of resources provided to callers, can the Department clarify what resources or types of resources you would like the contractor to quantify?	See Addendum #5.
63.	<b>Section 3 Statement of Work, Subsection 3.3 Reporting Requirements, Paragraph 3.3.1.</b> How will the selected Vendor know if an appointment was scheduled within 7 days of call?	See Addendum #5.
64.	<b>Section 3 Statement of Work, Subsection 3.3 Reporting Requirements, Paragraph 3.3.1.</b> Will the selected Vendor be required to store/integrate/report on utilization or other data from other sources (i.e., medical, pharmacy, disease management)?	No.
65.	<b>Section 3 Statement of Work, Subsection 3.3 Reporting Requirements, Paragraph 3.3.1., Subparagraph 3.3.1.5</b> How will the selected Vendor determine the percentage of callers who were not current mental health service	The selected Vendor will collect this information during the screening process.



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	<b>Question</b>	<b>Answer</b>
	recipients prior to contact with the NH Rapid Response Access Point?	
66.	<b>Section 3 Statement of Work, Subsection 3.3 Reporting Requirements, Paragraph 3.3.1., Subparagraph 3.3.1.9.</b>  Is there a specified timeframe for the regional Rapid Response Teams to reach the individual after dispatch of the mobile response?	See Addendum #5.
67.	<b>Section 3 Statement of Work, Subsection 3.3 Reporting Requirements, Paragraph 3.3.1., Subparagraph 3.3.1.20</b>  Is the selected Vendor required to report on the number of warm hand-offs to peer support specialists on the staff of the Rapid Response Access Point, not to include hand-offs to external peer support specialists?	Yes.
68.	<b>Section 3 Statement of Work, Subsection 3.3 Reporting Requirements, Paragraph 3.3.1., Subparagraph 3.3.1.20</b>  Is the selected Vendor required to have peer support specialists available 24/7?	Yes.
69.	<b>Section 3. Statement of Work, Subsection 3.4. Performance Measures Paragraph 3.4.1., Subparagraph 3.4.1.1</b>  What if the individual refuses to see the Rapid Response Team once it is dispatched?	See Addendum #5.
70.	<b>Section 3. Statement of Work, Subsection 3.4. Performance Measures Paragraph 3.4.1.,</b>	See Addendum #5.



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	<b>Question</b>	<b>Answer</b>
	<b>Subparagraph 3.4.1.1</b> What if the individual cannot be located upon dispatch?	
71.	<b>Section 3. Statement of Work, Subsection 3.4. Performance Measures Paragraph 3.4.1., Subparagraph 3.4.1.2</b> How is “provider” defined for this for Section 3. Statement of Work, Subsection 3.4. Performance Measures Paragraph 3.4.1., Subparagraph 3.4.1.2?	See Addendum #5.
72.	<b>Section 4 Finance Subsection 4.1 Financial Standards Paragraph 4.1.1</b> Is there separate funding for fee for service or individuals without a funding source?	See Section 4 Finance Subsection 4.1 Financial Standards Paragraph 4.1.1.
73.	<b>Section 4 Finance, Subsection 4.1 Financial Standards, Paragraph 4.1.2</b> Can the Department define underinsured individuals? Is this available for commercial/Medicare members who may not have crisis service coverage?	See Addendum #5.
74.	<b>Section 4 Finance, Subsection 4.1 Financial Standards, Paragraph 4.1.4.</b> Will the selected Vendor have to bill callers for their co-pays or for services provided but not covered?	No.
75.	<b>Section 4 Finance, Subsection 4.1, Paragraph 4.1.4.</b> Will callers be advised that the vendor must attempt to bill their insurance?	No.



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	<b>Question</b>	<b>Answer</b>
76.	<b>Section 4 Finance, Subsection 4.1, Paragraph 4.1.4.</b> Will the selected Vendor be required to obtain insurance information from each individual before providing services?	No
77.	<b>Section 4 Finance, Subsection 4.1 financial Standards, Paragraph 4.1.4., Subparagraph 4.1.4.1</b> Will the contractor receive access to an eligibility file to confirm the payer source?	NO.
78.	<b>Section 4 Finance, Subsection 4.1 Financial Standards, Paragraph 4.1.4., Subparagraph 4.1.4.3. and Section 4 Finance, Subsection 4.1 Financial Standards, Paragraph 4.2.2.</b> The RFP calls for billing the state direct for uninsured people and for billing MCO's for Medicaid on the current published structure. Can you please clarify this statement?	See Addendum #5.
79.	<b>Section 4 Finance, Subsection 4.1 Financial Standards, Paragraph 4.1.6.</b> Is the anticipated funding amount to provide the statement of work as described in Section 3 of the RFP?	Yes.
80.	<b>Section 4 Finance, Subsection 4.1 Financial Standards, Paragraph 4.2.2., Subparagraph 4.2.2.3</b> Can the Department verify what Medicaid procedure codes the selected Vendor will use?	Proposals must include proposed billing projections as part of the submitted budget by payer source. See Addendum #5.
81.	<b>Appendix A Exhibit C</b> Will the selected Vendor bill the Department on a fee-for-service basis?	See Appendix A Exhibit C





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	<b>Question</b>	<b>Answer</b>
82.	<b>Appendix A Exhibit C</b> Will there be prospective grant payments made that can be settled on a quarterly or yearly basis?	See Appendix A Exhibit C
83.	<b>Section 4 Finance Subsection 4.1 Financial Standards Paragraph 4.1.4</b> Will the selected Vendor be required to bill third-party payers and/or Medicaid for each telephonic encounter?	The selected Vendor will be expected to bill third party payers for covered services.
84.	<b>Section 4 Finance Subsection 4.1 Financial Standards Paragraph 4.1.6</b> Is the funding amount listed for the resulting contract(s) an annual amount figure?	No, Annual funding is anticipated to be a maximum of \$4.5M per State Fiscal Year.
85.	<b>Section 4 Finance Subsection 4.1 Financial Standards Paragraph 4.1.1</b> Is this all state funding?	See Section 4 Finance Subsection 4.1 Financial Standards Paragraph 4.1.1
86.	<b>Section 4 Finance Subsection 4.1 Financial Standards Paragraph 4.1.6</b> Does the funding amount listed include Medicaid funds or payments from sources other than the Department?	No.
87.	<b>Section 4 Finance Subsection 4.2 Budget, Staff List and Budget Narrative</b> Can the Department provide the total funded program amount broken out by contract term and for all services and years, including optional years?	Proposers must complete Appendix D, Budget Sheet for each State Fiscal Year. See Section 4 Finance Subsection 4.2 Budget, Staff List and Budget Narrative, Paragraph 4.2.1.
88.	<b>Section 6 Proposal Process, Subsection 6.2 Procurement Timetable</b>	See Addendum #3.



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	<b>Question</b>	<b>Answer</b>
	What is the deadline to submit a proposal for RFP-2021-DBH-01-BEHAV?	
89.	<b>Section 6 Proposal Process, Subsection 6.2 Procurement Timetable</b>  Will the Department extend the RFP Questions Submission Deadline?	No.
90.	<b>Appendix A, Form P-37 General Provision, Section 7 Personnel</b>  Will the selected Vendor be required to provide master's-level clinicians licensed in New Hampshire?	Clinicians will have to comply with NH licensure requirements. See Appendix A, Form P-37 General Provision, Section 7 Personnel.
91.	<b>Appendix A, Exhibit I, Health Insurance Portability and Accountability Act Business Associate Agreement, Introduction</b>  Regarding the Business Associate Agreement (BAA) (Exhibit I), first paragraph, may we request the inclusion of 42 CFR Part 2 compliance (governing substance use disorder treatment)?	Yes. However, the Department does not guarantee that proposed modifications will be accepted.
92.	<b>Appendix A, Exhibit I Health Insurance Portability and Accountability Act Business Associate Agreement, Section 3, Paragraphs A and B</b>  Will the department accept the following modifications? a. Report incidents within one business day b. Immediately commence the risk assessment c. Provide a risk assessment report within two business days of commencing it, either in preliminary or final form, depending on information learned	The Department is willing to negotiate revisions to Appendix A Exhibit I Health Insurance Portability and Accountability Act Business Associate Agreement the selected Vendor. However, modifications are not guaranteed.



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	<b>Question</b>	<b>Answer</b>
	d. Provide a final risk assessment in time to meet any required notification deadline	
93.	<b>App. A, Exhibit I Health Insurance Portability and Accountability Act Business Associate Agreement, Section 3, Paragraph I</b> May the selected Vendor request 30 days to return or destroy all Protected Health Information we hold?	The Department is willing to negotiate revisions to Appendix A Exhibit I Health Insurance Portability and Accountability Act Business Associate Agreement the selected Vendor. However, modifications are not guaranteed.
94.	<b>Appendix A, Exhibit K DHHS Information Security Requirements, Section III Retention and Disposition of Identifiable Records</b> What are the recording and storage requirements for non-phone communications?	See Appendix A, Exhibit K DHHS Information Security Requirements, Section III Retention and Disposition of Identifiable Records
95.	<b>App. D Budget Form</b> May Vendors list plant and utility expenses on the occupancy line of the Budget Form?	Yes.
96.	<b>App. D Budget Form</b> Can Vendors add line items to the Budget Form if the identification of specific line items is needed to break out all of the program costs?	Yes.
97.	<b>Appendix D Budget Form</b> What type of expenses may Vendors list in the Share/Match columns of Appendix D Budget Form?	Vendors may list necessary program expenses that are not paid by funding from the Department in the Share/Match columns of Appendix D Budget form.
98.	<b>General</b> Is previous experience with any specific customer information systems, phone systems, or software	No.



**New Hampshire Department of Health and Human Services  
Behavioral Health Crisis Response System**

	<b>Question</b>	<b>Answer</b>
	required?	
99.	<b>General</b> Who is the current Contractor for the services solicited with RFP-2021-DBH-01-BEHAV?	There is no current Contractor for these services.
100.	<b>General</b> Will the Vendor be required to subcontract for the development of the Regional Rapid Response Teams?	No.
101.	<b>General</b> Will the selected Vendor be required provide all services from a single fixed location in New Hampshire?	No.
102.	<b>General</b> Will the selected Vendor be able to provide services from remote locations?	Yes.
103.	<b>General</b> Who is the New Hampshire accredited suicide prevention hotline contractor?	Headrest, Inc.
104.	<b>General</b> Will the selected Vendor be required to accept calls to the New Hampshire accredited suicide prevention hotline?	No
105.	<b>General</b> Will the selected Vendor be permitted to allow individuals to receive services anonymously?	Yes.
106.	<b>General</b>	Yes.

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	Question	Answer
	Are Vendors allowed to provide additional attachments in their proposals?	
107.	<b>General</b> Will the Department provide copies of current contracts with each organization referenced in RFP-2021-DBH-01-BEHAV?	All Department contracts are available to the public on the New Hampshire Secretary of State's website. Please visit <a href="https://sos.nh.gov/administration/miscellaneous/governor-executive-council/">https://sos.nh.gov/administration/miscellaneous/governor-executive-council/</a> .